

**Information Technology Resource Management Council (ITRMC)
Meeting Minutes**

Approved by Council December 9, 2004

August 25, 2004

The August 25, 2004, meeting of the Information Technology Resource Management Council (ITRMC) was held from 8:35 to 11:40 a.m. in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

CALL TO ORDER, WELCOME

Pam Ahrens, Council Chairman, who welcomed members and guests present, called the meeting to order.

ATTENDANCE

Members/Designates Present:

Pam Ahrens, Chair, and Director, Dept. of
Administration
Hal Bunderson, Idaho State Senate
Col. Dan Charboneau, Director, Idaho State Police
David Ekern, Director, Idaho Transportation Dept.
Ken Harward, Executive Director, Association
of Idaho Cities
Keith Johnson, State Controller
(*via teleconference call*)

Gary Stivers, Executive Director, Board of
Education
Steve Wilson, Information Services Manager,
State Tax Commission

Designates –

Dan Goicoechea, Office of the State Controller
Rich Mincer, Dept. of Education
C. E. Wright, Dept. of Health and Welfare

Absent Members:

Lee Gagner, Idaho House of Representatives
Dr. Marilyn Howard, Department of Education
Mary Elizabeth Jones, Filer, Idaho
Karl Kurtz, Department of Health and Welfare

David Langhorst, Id. House of Representatives
Roger Parks, JR Simplot Company
John Peay, Idaho Supreme Court
Elliot Werk, Idaho State Senate

Others Present:

Brad Alvaro, Department of Correction
Nathan Bentley, ITRMC Staff
Sheldon Bluestein, Ada Co. Assessor's Office
Carla Casper, Department of Administration
Michael Ciscell, Dept. of Water Resources
Dodie Collier, Idaho State Police
Rich Elwood, ITRMC Staff
Larry Falkner, Idaho Transportation Department
Bill Farnsworth, ITRMC Staff
Liza Fox, Idaho Transportation Department
Susan Fujinaga, Department of Correction
Emily Gales, ITRMC Staff
Bruce Godfrey, University of Idaho

Bob Hough, Idaho Commerce and Labor
Kevin Iwersen, ITRMC Staff
Mike Key, Idaho State Police
Leanne Kinghorn, Office of the State Controller
Marla Marchant, Office of the State Controller
Rich Mincer, Department of Education
David O'Neill, Boise State University
Gary Payne, Department of Health and Welfare
Thomas Peterman, Department of Finance
Joe Roche, Department of Administration
Sue Simmons, Idaho Transportation Department
Robert Taylor, Idaho State Police
Pat Wynn, Department of Administration

AGENCY SUCCESS STORIES AND INVITED SPEAKER FORUM

“Privacy: Protecting the Information of Our Citizens”

ITRMC Staff member **Kevin Iwersen** explained the issue of privacy had been discussed quite extensively within the ITRMC Enterprise Information Technology (IT) Security and Business Continuity Committee. As would be seen in the upcoming presentations, many privacy issues were associated with state and local governments. Council members would be provided with the opportunity to understand the issues and to see what the Department of Health and Welfare (DHW) and geographic information system (GIS) community were doing to tackle this sensitive matter.

Department of Health and Welfare – Privacy Program Overview

(Refer to presentation: <http://www.idaho.gov/itrmc/council/minutes/m040825/privacy-dhw.pdf>.)

The **Health Insurance Portability and Accountability Act of 1996 (HIPAA)** passed by the U.S. Congress (Congress), said **Charles Wright** of DHW, in effect insisted on electronic data interchange for healthcare information. This would reduce the considerable cost of healthcare administration. Congress also required the law include privacy (access to only those who *need* it) and security (of the electronic connection and access to the records) of this information, as well as the designation of a security officer by medical providers and insurance companies.

Gary Payne was designated as DHW’s privacy officer in 2002. Payne, who had since been working on the privacy of DHW’s clients’ medical information, then presented on DHW’s progress and goals, as well as what might be available to share with other agencies.

Discussion Items:

- **Aggregation of client information.** **Senator Hal Bunderson**, Idaho State Senate, complimented Payne and DHW for moving in this direction. With DHW’s important step forward, Bunderson wondered if there was now a way to aggregate and track/manage individual client benefits dispensed by several programs. Said Payne, DHW was in the process of making that happen, although a few years away from completion. DHW’s data warehouse project was well underway, and data was increasingly being moved to a single dataset that could be queried. Also, HIPAA would allow DHW to accumulate all costs associated with a person’s health care, regardless of where those costs were incurred; DHW would be in a position to do this over the next ten years. Wright echoed Payne’s remarks, adding that DHW implemented (August 2003) a **Common Client Directory**, which allowed DHW to track services and assistance across all programs within the department. Over the next one to two years, DHW’s information systems would be integrated. Further, it was important to note that integrating information systems was easy compared with integration for business use.
 - Bunderson emphasized that the sooner DHW could demonstrate the ability to manage client information—and save the state money in the process—the better.
- **Privacy violation detection.** Payne answered a question from **Dan Goicoechea** (alternate for Keith Johnson, Office of the State Controller) regarding building into technology the capacity to detect privacy violations. DHW was working on developing the ability to log records viewed by an individual.
- **Agency privacy awareness.** **Steve Wilson**, State Tax Commission, wondered if Payne thought other agencies were paying enough attention to privacy—beyond its relation to information technology (IT), and if there was a need for overall, high-level guidance to agencies. Although Payne was not aware of other agencies’ privacy practices, he advised there were additional agencies with healthcare components and therefore required to have a privacy office. It seemed to him there was opportunity for a variety of agencies to exchange information.
- **Gaining access to sensitive information.** **Colonel Dan Charboneau**, Idaho State Police (ISP),

commented that ISP was, on the contrary, working on how to *gain* access to certain medical information. A protocol was being drafted in collaboration with DHW and the Emergency Medical Services Bureau (EMS) for medical providers to provide medical care to drug-endangered children. Part of this medical care may result in criminal cases against the children's parents. Charboneau added the privacy issue was very complex with many components. Also, it was a problem for those who would have to use sensitive information in an environment in which HIPAA was not intended—a court case. Further, there was no clear guidance on how to accomplish all those things, including how far DHW could go to provide information to law enforcement in order to build a criminal case.

Balancing Privacy and Digital Government Services in an Era of Identity Theft

(Refer to presentation: <http://www.idaho.gov/itrmc/council/minutes/m040825/privacy-iwersen.pdf>.)

Iwersen thanked Payne for his presentation, and mentioned the ITRMC Enterprise IT Security and Business Continuity Committee had been discussing the need for education and awareness with regards to privacy. It was felt that DHW had one of the strongest privacy programs within the state at that point. He encouraged other agencies present to consider DHW's model to improve their privacy policies.

Iwersen then briefed the Council on other privacy issues, offering some direction the state should consider as it wrestles with the issue of providing digital government services while protecting the privacy rights and expectations of our citizens, particularly in light of **increased identity theft risk**.

Discussion Items:

- The need for change to existing laws. Responding to a question from Senator Bunderson, Iwersen advised more research needed to be done with regard to existing laws. He mentioned several pieces of legislation pertaining to privacy, prepared by Representative Tom Trail, were not moved forward during the last legislative session. Per Iwersen, there was some legitimacy to those pieces of legislation, and they should be considered. Further, the state needed to be cognizant of the possibility that the same type of recently passed legislation in other states concerning privacy regulations would be implemented at the federal level. This would interfere with a lot of activities states were investigating. Though he was not aware of specific examples, Iwersen suspected there were probably some **opportunities for the state to review existing legislation and public policy**.
- Finding a balance. In answer to another question from Bunderson regarding the appropriate amount of information to make available, Iwersen advised there was a balance that needed to be found. There was **no right answer to all situations**. How the information was presented, and in what medium individuals were able to access that information, was also an issue. In addition, the state needed to be aware of how to restrict malicious individuals from gaining access to the information.
 - Chairman Ahrens suggested Iwersen pursue what an agency or branch of government could do independently.
 - Said Wilson, it was difficult for agencies to determine that balance Iwersen referred to. The Idaho Public Records Law indicated what information was public, but the dilemma was determining which public records were appropriate for digital government. In the absence of high-level, state-sponsored policy direction, and in trying to meet demand for services, agencies were, in good faith, making those decisions on their own. **High-level policy direction would be helpful**.
- **Tracking identity theft.** Robert Taylor of ISP addressed the Council, stating that law enforcement dealt with identity theft almost on a daily basis. In spring 2005, the **National Crime Information Center**, a computerized index of criminal justice information maintained by the Federal Bureau of Investigation, would implement a new file, whereby local law enforcement could enter information related to stolen identities. The file would be accessed during normal local law enforcement encounters, i.e. routine traffic stops. It was hoped the new file would help law enforcement detect and perhaps

prevent misidentification when encountering a person whose identity may have been stolen. Though this might not be the best approach, it would be a very interesting pilot and may prove successful.

Recommendations for Display and Distribution of Personal Information with Digital Parcel Data
(Refer to handout and presentation: <http://www.idaho.gov/itrmc/council/minutes/m040825/gis-handout.pdf>,
<http://www.idaho.gov/itrmc/council/minutes/m040825/gis-slides.pdf>.)

Nathan Bentley, ITRMC Staff, introduced **Michael Ciscell** of the Department of Water Resources and Co-Chair of the ITRMC Idaho Geospatial Committee Cadastral and Geodetic Control Technical Working Group (Cadastral TWG). Ciscell presented draft recommendations for viewing and distribution of personal information with parcel (property) data.

For a long time, the Cadastral TWG had been exploring standards for how parcel information and public land survey information might be represented digitally for storage, presentation, collection, and dissemination. As such, an issue that had come up time and again was the fact that with every parcel was attached personal information such as name and address. It was decided by the Cadastral TWG there needed to be some sort of recommendation for how counties might address this significant issue. Per Ciscell, as data was transmitted electronically, and with the use of geospatial technologies, large mailing lists of owner/buyer names and addresses could be generated. He added that Kootenai County's online parcel information search and Ada County's online property search were models for the final **recommendations made by the Cadastral TWG**.

Discussion Items:

- **Charging for data.** Answering a question from Senator Bunderson, Ciscell advised there was not yet standardization of the charging by Idaho's local governments for the creation, maintenance, and dissemination of digital data.
- **Follow-up recommendations.** Per Chairman Ahrens, development of some follow-up recommendations would be helpful, possibly working with local governments and/or the Department of Administration's deputy attorney general.
 - Ciscell advised the Cadastral TWG recommendations were presented at the Idaho Association of County Assessors' Annual Assessors Conference and accepted unanimously.

[Johnson joined the meeting via telephone, constituting a voting quorum.]

APPROVAL OF MEETING MINUTES

MOTION: Bunderson moved and Ekern seconded a motion to approve the June 30, 2004, ITRMC Meeting Minutes, and the motion passed unanimously.

ITRMC IT POLICIES, ENTERPRISE STANDARDS, AND GUIDELINES

Request for Exemption: Idaho Public Television (IPTV)

Rich Elwood, ITRMC Staff, reminded the Council it had on June 23, 2003, granted an exemption request by IPTV to continue to utilize the Macintosh (Mac) operating system and existing workstations. IPTV was now asking permission to replace its eight Macs purchased in 1998 with seven new models. This would allow IPTV to continue having access to outside agencies such as Public Broadcast Service (PBS) headquarters and other major producing stations. The ITRMC Staff recommended approval of this exemption request.

Discussion Items:

- **Migration to approved product.** Col. Charboneau wondered if Elwood had a feel for when or if IPTV may be moving in the way of an all-personal computer (PC) environment. Elwood advised the exemption, if granted, would be for two years. The industry was moving toward the PC direction, including a number of design schools. The issue in this case, was that IPTV's relationship with its primary parent organization, PBS, was through the Mac operating system. Consequently, switching independently to PCs would cause a disruption.
 - **Gary Stivers**, Board of Education, pointed out that problems occurred during the transmission of data between a Mac and a PC.
 - Charboneau then inquired if there was a planned migration in the foreseeable future at IPTV national headquarters. Said Elwood, this information was unknown.

MOTION: Wilson moved and Harward seconded a motion to grant Idaho Public Television's request for an exemption from ITRMC IT Enterprise Standard 2100, with an expiration date of August 25, 2006, and the motion passed unanimously.

Approvals

Elwood advised none of the items up for approval had raised any issues with state IT professionals. All changes were fairly minor, and some were "housekeeping" in nature. Wilson advised the only comment he had received dealt with a policy not included on the agenda.

MOTION: Charboneau moved and Ekern seconded a motion to approve revisions to ITRMC IT Policy 5020 .Gov Domain, and IT Enterprise Standards 2100 Operating System (O/S), 2510 Network Operating System, 3110 Network Services – Internet/Intranet Web Browser, 3120 Network Services – Data/Network Integrity, 3220 Security – Virtual Private Network, 3510 Network Connectivity & Transport – Transport, and 3530 Network Connectivity & Transport – Wireless LAN; and to approve with no revisions ITRMC IT Enterprise Standards 3130 Network Services – Video Conferencing, 3520 Network Connectivity & Transport – LAN, 3540 Network Connectivity & Transport – LAN Backbone, 3550 Network Connectivity & Transport – Structured Cabling, 5110 Metatags, and 5120 Web Publishing, and the motion passed unanimously.

IDAHO TRANSPORTATION DEPARTMENT

(Refer to presentation: <http://www.idaho.gov/itrmc/council/minutes/m040825/itd.pdf>).

David Ekern, Director, Idaho Transportation Department (ITD), provided an executive overview of a transformation process happening in the transportation community and within ITD. He mentioned three of the key ITD staff members helping to drive transformation were present: Sue Simmons, Director of Administration; Larry Falkner, Director of Public Transit; and Liza Fox, GIS Manager.

Ekern believed **ITD's transformation process was a trendsetter** for the national transportation community. The changeover had its roots in larger issues, rather than technology. The transportation business had changed; ITD was no longer solely a construction company, but a business.

Discussion Items:

- **Future transportation funding.** Senator Bunderson, after commending Ekern for his efforts, commented about the difficult nature of the transportation funding issue. He went on to mention some of the major issues that would effect future funding, stating we need to rethink the way we fund transportation. Ekern agreed and advised ITD was well positioned to address innovative

finance, the real demands, and long-term revenue support.

- **Commendation.** Chairman Ahrens remarked that ITD's undertaking painted the picture of the future for state IT management. ITD would be a pioneer in helping many agencies, as it emulated the state's IT enterprise-level approach. Also, ITD's lessons learned would be helpful to everyone.
- **ITD paradigm shift.** Rich Mincer, alternate for Dr. Marilyn Howard of the Department of Education, indicated he was interested to hear, in the future, what ITD's paradigm shift was, and what kind of company it would be in the future.

STATE IT STRATEGIC PLAN IMPLEMENTATION REPORTS

Promote collaborative relationships

Statewide Interoperability Executive Council (SIEC)

Per Chairman Ahrens, issues (i.e. interoperability, emergency communications, homeland security) referred to in the SIEC video "**A Failure to Communicate**" also tied in well with the state E-911 Emergency Communications Commission. Col. Charboneau introduced **Dodie Collier**, SIEC Project Manager.

[Chairman Ahrens stepped away; Senator Bunderson chaired the remainder of the meeting.]

Charboneau distributed a radio interoperability pamphlet that accompanied the video. He credited the production of the video and pamphlet to an SIEC outreach committee. The group, which was chaired and assembled by SIEC member Dia Gainor of EMS, included representation from several state agencies. "A Failure to Communicate," said Charboneau, was meant to frame the issue of interoperable communications—what the public safety community (including firefighters, police, transportation, and EMS) was then facing. This very issue was what the SIEC was trying to deal with.

Col. Charboneau explained recent activity of the eighteen-member SIEC, which was established by executive order in August 2003. Two locations in the state were already actively exploring interoperability. Yet, there was a wide gap of knowledge in the community about the issue.

"A Failure to Communicate" was being broadly distributed to first-responders and the public safety community as a "first offering" educational mechanism explaining the need for interoperability. There was also an additional offering that covered more educational material. Charboneau continued with a slide presentation (refer to presentation: <http://www.idaho.gov/itrmc/council/minutes/m040825/siec.pdf>).

The SIEC was trying to purchase a **master switch**, described by Charboneau as (simplistically) analogous to a cell phone system, whereby a person is able to communicate with his or her home base when away from home. Procurement of the switch would begin to build the framework by which agencies could become interoperable. Col. Charboneau closed by stating **SIEC members were supportive, engaged, and excited**.

Discussion Items:

- Master plan; conversion cost. In answer to questions from Ekern, Charboneau advised the SIEC was charged with creating a **master plan/architecture** for the state, which would identify how the system would work with individual agencies. The **price tag on conversion** would be revealed as the Office of Domestic Preparedness (U.S. Department of Homeland Security) developed site surveys. Also, it was believed city, county, state, and federal dollars would fund it. Col. Charboneau added the **success of this endeavor was dependant upon cooperative partnerships between local and state governments**.

- Linder responded to a follow-up question from Ekern, advising the SIEC was **investigating a change in Idaho Code** to facilitate fiscal partnerships/agreements between different levels of government. She added the SIEC was scheduled to present at an ITD workshop during the week of August 30. The next meeting of the group would be held on September 30.
- **Dispatch redundancy.** Per Charboneau, in response to a question from Senator Bunderson, the SIEC was looking at how to remedy the current process of dispatching multiple or all first-response agencies to a single incident, regardless of its circumstances.
 - Bunderson suggested **cross training** so first-responders were prepared with equipment and expertise needed to deal with different kinds of issues.

Manage information technology from an enterprise perspective

IDANET Steering Committee

Steering committee Chairman Simmons reported:

- **Fifty agencies were participating as IDANET customers** to-date, using approximately 150 circuits.
- The Technical Committee, Chaired by Bob Hough of Idaho Commerce and Labor (CL), was making progress.
 - Lewiston circuits had been connected, which would save IDANET approximately \$11,000 monthly.
 - Conversion meetings were being held with seven agencies.
- Committee member Wright had agreed to assemble a team of multiple agencies to determine where resources could be shared in establishing a **network operations center**.

Discussion Items:

- **Broadband availability to Idaho schools.** Senator Bunderson said he had received comments from Albertson's Foundation representatives about the lack of broadband availability to all Idaho school districts. He recalled a request for proposal (RFP) issued many years ago for a statewide system that would allow broadband was ultimately tabled, perhaps because of IDANET. In any case, he said, we have a situation where we are trying to institute broadband to all schools so that when the Idaho Student Information Management System's (ISIMS's) \$35 million is expended in five or six years, we have a system that can move forward (ISIMS was funded by the J.A. and Kathryn Albertson Foundation). He then asked for Simmons' assessment of IDANET and inquired whether it would be the power link that would tie Idaho schools together.
 - Simmons advised IDANET was the backbone that IDANET vendors connected to in order to get information to the main network. Five master service agreements, including two for satellite services for rural customers, were in place at that time. According to Simmons, there was a meeting scheduled with ISIMS representatives. Hough added IDANET could be used as the transport from schools to the ISIMS database.

Use 'state-of-the-art' procurement practices...

Wilson reported on '**procurement committee**' efforts to begin carrying out goal five of the State IT Strategic Plan.

- The committee held its **first meeting** in July 2004.
 - Committee operation was discussed.
 - Intended accomplishments were defined.
 - A philosophy statement was developed.
 - It was decided monthly meetings would be held.
 - ITRMC Staff member Greg Zickau had created an excellent **draft action plan**.
- Wilson was very pleased with the **membership**, which included a broad base of IT and procurement professionals from large and small state and local government agencies, education, and the private sector.

Simplify delivery of government services and information

Farnsworth gave a brief report. He and Johnson had met regarding the following:

- Committee membership
- Current state activities related to IT Strategic Plan goal one, i.e. Access Idaho Steering Committee and the Business Portal, www.business.idaho.gov. Farnsworth spoke more on the Business Portal, which would be launched in conjunction with the announcement of the merger of the Departments of Commerce and Labor (CL) on September 2.

Protect the privacy and confidentiality of citizen information

Enterprise IT Security and Business Continuity Committee

Iwersen reported on behalf of committee Chairman Karl Kurtz. Said Iwersen, through Wright's leadership, the Enterprise IT Security and Business Continuity Committee and its subcommittees had been extremely active over the last couple of months.

- **Privacy** was one of the highlights and concerns of the committee. The committee's initial focus was primarily education and awareness; however, discussions had begun in relation to legislation, potential legislation, as well as privacy policy guidance for agencies.
- **Business Continuity Subcommittee** activities
 - An education/awareness/communications effort dealing with both the statewide and agency levels
 - Development of a **self-assessment process** to assist agencies in determining their business continuity and disaster recovery maturity, and how to increase capabilities in that area
 - Drafting of a **proof of concept** in relation to identifying interdependencies between agencies. This would help to understand how to perform business continuity and disaster recovery for the shared or common infrastructure agencies depended upon. If those critical business processes could be identified and that infrastructure defined more clearly, the subcommittee could begin to develop impact analysis and an action plan.
- **Security Subcommittee**
 - The subcommittee was about one month away from moving forward with a pilot initiative to perform a **security baseline** of the state. During this "facilitated self-assessment," the state would partner with a security firm that would talk the state through a self-inspection process intended to assist the state in assessing itself in relation to where it stood from a security perspective. The state's comparison would be against the National Institute of Standards and Technology (a non-regulatory federal agency within the U.S. Commerce Department's Technology Administration) and its recommended security practices for the federal government. Out of this proof of concept, if the cost could be kept at a minimum and the value of the process proven, the subcommittee hoped to roll it out to all agencies over the next year.
 - Formulation of a cyber **security incident reporting process**. It was likely a draft policy would be presented at the next Council meeting.
 - The state had been asked by the U.S. Department of Homeland Security and the Multi-State Information Sharing Analysis Center to participate in a **national cyber security alert indicator process** much like the color-coded system for physical security currently used by the Bureau of Homeland Security.

Manage information technology from an enterprise perspective

Elwood provided an update on behalf of Chairman Ahrens:

- Ahrens and Elwood had met with ITRMC member Roger Parks, JR Simplot Company, to discuss some fundamental steps in moving IT Strategic Plan goal two forward.
- The ITRMC Staff was gathering a lot of information from other states, and there were plenty of examples of other states organizing as an enterprise. For instance, the State of Oregon was right in

- the middle of a major reorganization of its IT infrastructure.
- A steering committee would soon be formed.

NEW BUSINESS

Elwood continued. Based on member availability, the next **Digital Government Boot Camp** was scheduled for **May 17, 2005**, at the Boise Centre on the Grove. Elwood had solicited some sponsorship for the program, which would cost about \$20,000 to produce. (With sponsorship, the last 'Boot Camp' cost the state approximately \$1,800.)

ADJOURNMENT

As there was no other new business to come before the Council, acting Chairman Senator Hal Bunderson thanked those in attendance and adjourned the meeting at 11:40 a.m. The next meeting of the ITRMC would be held on Wednesday, October 20 from 8:30 to 11:30 a.m. in the East Conference Room of the Joe R. Williams Building.

Respectfully submitted,

Emily Gales, ITRMC Assistant